



## Client Complaint Form

You have the right as a client to complain about this service. If you are unhappy about the way you have been treated or about how the project works, please tell us on this form and hand it into the office in the envelope provided.

### Your details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post code: \_\_\_\_\_

Date:     /     /

### Once we have received your complaint we will:

- Acknowledge receipt within three working days
- Investigate your complaint; and
- Reply to you as soon as possible, and no later than within 15 working days

**For office use:**

Date received:



**Your complaint**

Please give a brief summary of your complaint

Have you spoken to any of our staff about this complaint?  Yes  No

If yes, please tell us who you have spoken to: \_\_\_\_\_